

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Budget Estimates Hearings

Outcome Number: 5.1 Disability Mental Health and Carers Programme

Question No: SQ15-000443

Topic: Carers

Hansard page: Written

Senator Moore, Claire asked:

Can the Department specify details regarding the 1800 support number that is a part of the National Carer Gateway:

- a) the funding criteria and implementation processes to be applied to the programme?
- b) what standards will be applied to the hotline staff with qualifications and training to ensure suitable advice is being provided to the callers?

Answer:

- a) The 1800 number and call centre function has been funded as part of the carer gateway. Healthdirect Australia has been directly engaged by the Department to deliver the national carer gateway contact centre and website.
- b) The national carer gateway call centre will be delivered by a third-party provider with relevant experience.

Contact centre staff will undergo mandatory training in order to adequately prepare them to assist carers when they call. Training will include programme specific advice as well as telephone communication skills and systems training.

The contact centre will utilise a range of quality control measures including call recording, use of mentors and quality observation.